

An Innovative Approach to Gathering Functional Requirements

Karen Knecht, BSN, RN
Industry Specialist
Insource Management Group, Inc.

Frank Kopankiewicz
Systems Integrator
Insource Management Group, Inc.

Defining the functional requirements of the key clinical care providers is an important, foundational design activity for the development and design of clinical systems. A significant aspect of defining functional requirements is understanding the process of patient care delivery. Clinical information is an input as well as an output of patient care delivery. However, patient care delivery is not a single process but complex series of processes and activities involving many disciplines and departments. The ability to successfully automate the patient clinical information will be dependent on having a clear understanding of how patient care is delivered.

A key methodology in illustrating and describing patient care delivery is Process Mapping. It is a graphic illustration of how work gets done, who does the work, what information is required, and how that information is transformed. It describes the important linkages, hand-offs, and interactions that occur throughout patient care delivery. Process Mapping takes a large, complex process and breaks it into smaller, more understandable components. This methodology reflects the cross organizational, cross functional work that is carried out through multiple settings within the health care organization.

A key tool developed to support the generation and documentation of process maps is ProMap. ProMap is a Windows based tool that utilizes a database software to generate reporting and graphic representations of the process. The interaction between the Process Mapping using ProMap will be demonstrated through real working models.

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